

Effectively Engaging Physicians in Change: Dealing with Anger

1. Anger is a **necessary** step on the way to bargaining and acceptance. Therefore, it should be celebrated because it means you have broken through denial.
2. Key here is using the anger as a tool to understand what is in the way of the physician changing their behavior. **Don't respond emotionally to the anger!!!**
3. In response to an angry comment, glare or other non-verbal behavior like crossing arms, moving back or foot stomping, try,
"You seem angry"
If you are correct, the person will respond, "You bet I am".
Then you can ask, "What makes you so angry?"
The person will then tell you what is at the heart of their emotion.
It is that cause that you must address to get past the anger!
4. Once the cause of the anger is expressed you have a number of options:
 - "I can see your point. What can we do about that?"
 - "Wow, I wouldn't have thought of that. How did you come to that conclusion?"
 - "Tell me more about how that worked (or happened)."
 - "I see. What would make this right from your point of view?"
 - "I understand that you think we are only in it for the money and that you are trying to protect your patients from us but let me tell you why I do this work....."

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The Stages of Change

